

# Technology Strategic Plan Frederick County Government April 2008 Update

## **Goal #1: Collaborative Planning and Leadership**

Demonstrate technology leadership for Frederick County and facilitate effective partnerships between the various governmental agencies operating within Frederick County and neighboring jurisdictions.

### **Objectives:**

1. By January 2009, complete **collaborative disaster recovery planning** with FCC, FCPS, FCPL, and County agencies to determine interdependencies and cooperative support opportunities.
2. By July 2008, establish a plan to implement a **consolidated radio infrastructure** for County, City, and FCPS communications.
3. By January 2009, determine the feasibility of and gain stakeholder agreement on establishing a **shared fiber infrastructure in downtown Frederick** to support City, County, and State agency connectivity needs at reduced cost.
4. By January 2010, develop processes and agreements to **leverage easements, road openings** and equipment to reduce network infrastructure costs.

## **Goal #2: Application and Data Management**

Provide Frederick County Government with comprehensive software application and data management services in support of agency missions.

### **Objectives:**

1. By March 2008, collaboratively develop with system owners, a software application **portfolio management system** with lifecycle status and roadmaps for major County applications.
2. By July 2008, develop a uniform, **on-line forms** development and submission capability for internal administrative processes.
3. By January 2009, implement a **workflow for property address** establishment and integration with the various County applications that rely upon address data.
4. By January 2009, establish an **enterprise reporting** capability for County data.

### **Goal #3: Information Security and Emergency Preparedness**

Implement policies and technologies that assure the integrity, availability, and confidentiality of Frederick County Government's information and technology resources during normal and emergency operations.

#### **Objectives:**

1. By July 2008, establish an enhanced and ongoing **security awareness**/education campaign for County employees.
2. By July 2008, establish policy and procedure for public notification and damage mitigation related to **unauthorized data disclosure** or loss.
3. By October 2008, assess the **emergency remote computing** requirements identified in agency Continuity of Operations (COOP) plans and develop a plan to implement supporting infrastructure.
4. By January 2009, implement a comprehensive **account request and provisioning** system that integrates physical and logical access controls to County buildings and computer networks and applications.
5. By January 2009, develop and test a **disaster recovery** capability for critical applications.

### **Goal #4: Open Government and Citizen Participation**

Implement technology to ensure that citizens have ample access to Frederick County Government information and services and the ability to participate and provide input.

#### **Objectives:**

1. By January 2008, implement a web-based **Constituent Services Program** to assure timely response to citizen inquiries and concerns. (BOCC)
2. By October 2008, determine direction for (~~implement~~) an **interactive voice response** capability to improve citizen telephone access to County offices and information.
3. By January 2009, implement a consolidated **e-payment** capability for County fees and billing.
4. By January 2010, implement e-discovery and **public records management** technology that supports the County's records retention and public information policies.

### **Goal #5: Employee Productivity and Access**

Provide and support reliable, cost-effective employee communications, computing and collaboration technologies to facilitate productive accomplishment of their work.

#### **Objectives:**

1. By April 2008, develop a **roadmap for end-user technology** to ensure that all employees are provided optimal technology to perform their job productively.
2. By October 2008, enhance the County **intranet** site to provide comprehensive, user-friendly access to internal County information, services and collaboration technologies.
3. By July 2009, develop a comprehensive **technology training** program for County employees with appropriate classroom, staff and content resources to enhance staff productivity through the use of available technology. (BOCC)

### **Goal #6: Technology Infrastructure**

Ensure that Frederick County Government has reliable, cost-effective capabilities and capacities in its server, storage and network infrastructure supporting the County's growing voice, video, and data requirements.

#### **Objectives:**

1. By April 2008, develop an **Energy Management** Plan for Technology that establishes a baseline of the County's technology energy demands, ensures adequate power to meet future needs and outlines initiatives to support the County's comprehensive energy plan.
2. By July 2008, implement **redundant Internet** access.
3. By July 2009, develop a migration plan to **digital video** technology for FCG TV.
4. By July 2009, implement a central **video management** system for storage and analysis of video from the various public safety and building security cameras.